23 February 2021

Dear Family Member/ Carer/ Representative

Following the UK Government announcement regarding the easing of restrictions on care home visits, I wanted to write to you immediately to advise you of Livability’s position. However, before I do so I wanted to start by saying a heartfelt thank you for co-operating with our approach to minimising the transmission of COVID-19 in our care settings. I know being separated from the people you love for such a long period has been heart-breaking. I believe the restrictions have been necessary and worthwhile but I am very pleased we appear to be approaching a time where easing those restrictions can happen.

Whilst the UK Government has given an indication of the measures that will need to be in place to enable some visits to our care homes we are awaiting the publication of detailed guidance for the care home services we operate in England. The UK Government have indicated that indoor care home visits will be permitted from one regular visitor per person living in a care home from 8th March 2021. We understand the visitor will need to undertake a Lateral Flow Device (LFD) test and the result must be negative before the visit can take place. In addition to this we understand the visitor will need to wear PPE and whilst hand holding will be permitted, other forms of physical contact may not be permitted.

Over the next week or so and following the publication of guidance by the UK Government we will be developing a protocol for indoor visits to our care homes in England. Once we have written this protocol we will be able to share with you the specific arrangements that we will have in place

We are also waiting for further information from the Welsh Government regarding permitted visiting arrangements for our care homes in Wales. Once this information is made available we will ensure our care home visiting protocol in Wales is accordingly updated and we will communicate how visits to our care homes in Wales will be facilitated.

If your loved one is supported by Livability in a Supported Living setting in England, Wales or Northern Ireland we expect that visiting arrangements will be consistent with national guidance regarding household mixing. When we write regarding care home visiting arrangements we will advise on our understanding of those arrangements across the UK for Supported Living services.

I am hopeful that the worst of the COVID-19 pandemic is now behind us. I remain proud of the response from Livability to the pandemic and the extent to which we have been able to keep people safe in these unique circumstances. We are supporting the COVID-19 vaccine programme as much as we possibly can and will continue to do so.

Many thanks for your on-going support and co-operation. I look forward to writing again shortly confirming the arrangements for visiting our care services.

Yours sincerely

Jane Percy

Executive Director of Operations